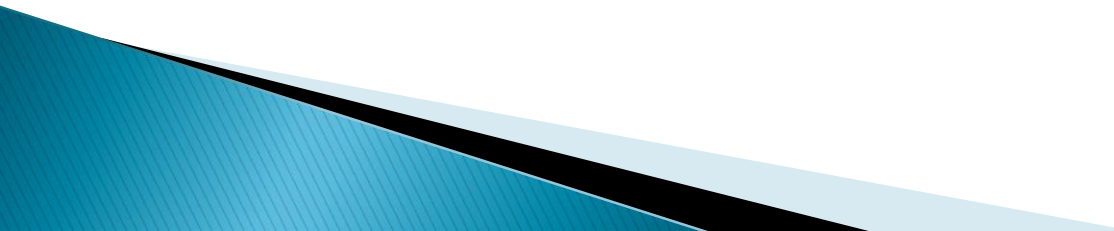


Customer Satisfaction Survey 2015

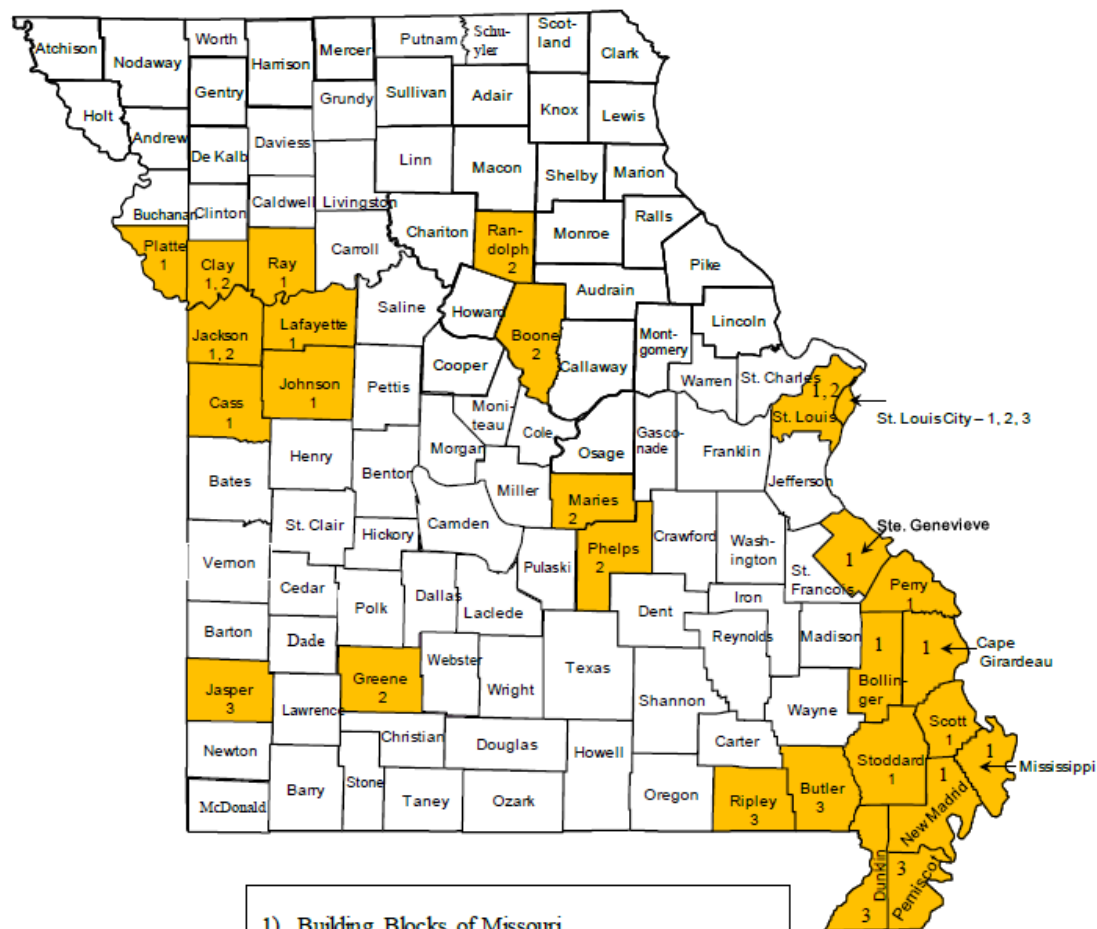
Missouri Department of Health
and Senior Services
Home Visiting Programs

Home Visiting Programs in Missouri

- ▶ Building Blocks of Missouri (BB)
 - Nurse Family Partnership (NFP)
 - ▶ Healthy Families Missouri Home Visiting (HFMoHV)
 - Healthy Families America (HFA)
 - ▶ Maternal, Infant, and Early Childhood Home Visiting (MIECHV)
 - Nurse Family Partnership (NFP)
 - Parents as Teachers (PAT)
 - Early Head Start – Home Based Option (EHS–HBO)
 - Nurses for Newborns (NFN)
- 

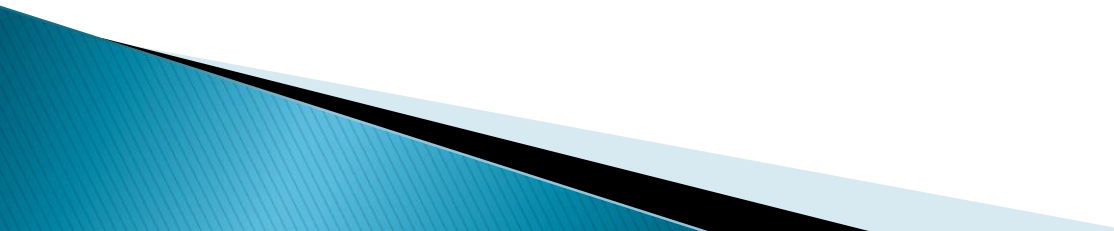
MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES

HOME VISITING PROGRAMS

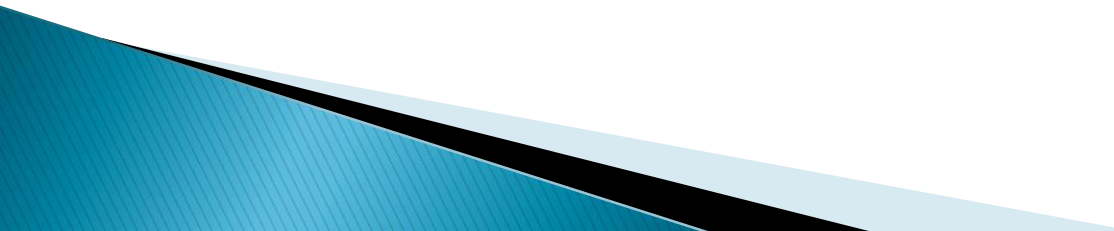


- 1) Building Blocks of Missouri
- 2) Healthy Families Missouri Home Visiting
- 3) Maternal, Infant and Early Childhood Home Visiting

Purpose

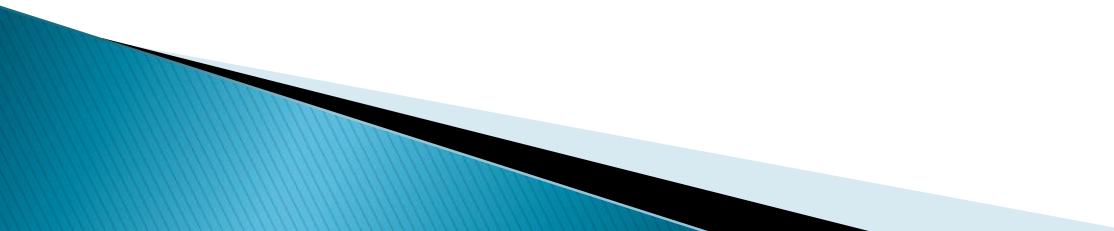
- ▶ DHSS requires each local implementing agency contracting with the DHSS Home Visiting Program to conduct a customer satisfaction survey annually.
 - ▶ Survey results are used by the DHSS Home Visiting Program to work with the contractors to develop and implement a process for identifying and resolving programmatic and implementation issues.
- 

Survey

- ▶ This home visiting customer satisfaction overview is based on participant responses to the annual survey conducted from October 1, 2015 through December 31, 2015.
 - ▶ For the 2015 overview, an analysis of responses to the customer satisfaction survey was completed for programs (BB, HFMoHV, and MIECHV) and models (NFP, HFA, NFN, PAT, and EHS-HBO).
- 

Responses and Response Rates

- ▶ 894 enrolled participants during the survey period.
 - 310 participants in BB
 - 176 participants in HFMoHV
 - 408 participants in MIECHV

 - ▶ 724 completed surveys were returned for an overall response rate of 81.0%.
 - BB Program: 258 participants completed the surveys for a response rate of 83.2%
 - HFMoHV Program: 123 participants completed the surveys for a response rate of 69.9%
 - MIECHV Program: 343 participants completed the surveys for a response rate of 84.1%
- 

Responses and Response Rates (Cont.)

	Participants Enrolled	Number of Responses	Response Rate
BUILDING BLOCKS : NFP			
Southeast Missouri Hospital Home Health	125	109	87.2%
St. Louis County Health Department	85	69	81.2%
Kansas City Health Department	100	80	80.0%
BB Program Total	310	258	83.2%
HFMoHV: HFA			
Great Circle: Parenting Life Skills Center	30	22	73.3%
Phelps–Maries County Health Department	11	10	90.9%
St. Louis County Health Department	34	22	64.7%
Columbia–Boone County Health Department	45	29	64.4%
Cornerstones of Care	45	32	71.1%
Randolph County Health Department	11	8	72.7%
HFMoHV Program Total	176	123	69.9%
MIECHV : EHS–HBO, PAT, NFP, NFN			
Delta Area Economic Opportunity Corporation – EHS–HBO	59	55	93.2%
South Central Missouri Community Action Agency – EHS–HBO	140	118	84.3%
Economic Security Corporation of the Southwest – EHS–HBO	29	22	75.9%
Malden R–I School District – PAT	72	63	87.5%
Southeast Missouri Hospital Home Health – NFP	77	72	93.5%
St. Louis County Health Department – NFP	12	8	66.7%
Nurses for Newborns – NFN	19	5	26.3%
MIECHV Program Total	408	343	84.1%
GRAND TOTAL	894	724	81.0%

Perceived Quality of Services Received

- ▶ Of the 724 returned surveys, 721 (99.6%) responded to this question.
- ▶ 664 (92.1%) rated the quality of the services received as “Excellent”.
- ▶ 57 (7.9%) rated the quality as “Good”.

Quality	Number	Percent
Excellent	664	92.1%
Good	57	7.9%
Fair	0	0.0%
Poor	0	0.0%
Total	721	100.0%

Perceived Quality of Services by Model

- ▶ 100% of all respondents rated the quality of services as either “Excellent” or “Good”.

Model	Poor		Fair		Good		Excellent		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
NFP	0	0.0%	0	0.0%	25	7.4%	313	92.6%	338	100.0%
HFMoHV	0	0.0%	0	0.0%	12	9.8%	110	90.2%	122	100.0%
NFN	0	0.0%	0	0.0%	0	0.0%	4	100.0%	4	100.0%
PAT	0	0.0%	0	0.0%	4	6.3%	59	93.7%	63	100.0%
EHS-HBO	0	0.0%	0	0.0%	16	8.2%	178	91.8%	194	100.0%

Recommend Services to Others

- ▶ Of the 724 returned surveys, 714 (99.0%) responded to this question.
- ▶ 671 (94.0%) would definitely recommend services to others.
- ▶ 43 (6.0%) would probably recommend services to others.

Recommend the Program to Others	Number	Percent
Yes, definitely	671	94.0%
Yes, probably	43	6.0%
No, probably not	0	0.0%
No, definitely not	0	0.0%
Total	714	100.0%

Recommend Services by Model

- ▶ The majority of respondents in each model indicated that they would definitely recommend services to others.

Model	Yes, Definitely		Yes, Probably		No, Probably Not		No, Definitely Not		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
NFP	314	93.7%	21	6.3%	0	0.0%	0	0.0%	335	100.0%
HFMoHV	111	91.0%	11	9.0%	0	0.0%	0	0.0%	122	100.0%
NFN	3	100.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
PAT	56	91.8%	5	8.2%	0	0.0%	0	0.0%	61	100.0%
EHS-HBO	187	96.9%	6	3.1%	0	0.0%	0	0.0%	193	100.0%

Home Visitor Characteristics

- ▶ Of the 724 returned surveys, 722 (99.5%) responded to this question.
- ▶ Each of the nine *positive* characteristics were identified by at least 84.5% of the respondents.

		Characteristic	Number	Percent
Positive Characteristics	{	Understanding	690	95.6%
		Good Listener	689	95.4%
		Caring	652	90.3%
		Available	651	90.2%
		Encourages Me	646	89.5%
		Truthful	641	88.8%
		Organized	628	87.0%
		On Time	617	85.5%
		Educated	610	84.5%
		Not on Time	10	1.4%
		Unorganized	5	0.7%
		Does Not Listen	5	0.7%
		Unavailable	2	0.3%
		Dishonest	1	0.1%
		Rude	0	0.0%

Home Visitor Discussed Child's Development, Parenting, and Child's Health

- ▶ More than 99% of the participants indicated that the home visitor discussed, at least sometimes, their child's development, parenting their child, their child's health, safe sleep, and safety.

Characteristics	Often		Sometimes		Never	
	#	%	#	%	#	%
Talked with me about my child(ren)'s development	691	96.2%	27	3.8%	0	0.0%
Talked with me about parenting my child(ren)	641	89.3%	74	10.3%	3	0.4%
Talked with me about my child(ren)'s health	663	92.3%	55	7.7%	0	0.0%
Talked with me about my health	563	78.4%	146	20.3%	9	1.3%
Talked with me about safe sleep and child safety*	620	86.7%	94	13.1%	1	0.1%
Encouraged me to complete or advance my education	509	71.4%	172	24.1%	32	4.5%
Talked with me about finding or keeping a job	405	57.2%	218	30.8%	85	12.0%
Talked with me about my child(ren)'s immunizations*	556	79.0%	130	18.5%	18	2.6%

*Due to rounding, may not sum to 100%.

Length of Time Enrolled at Time of Survey

- ▶ Of the 724 returned surveys, 655 responded to this question.
- ▶ About 1 / 3 of the participants, 31.6%, had been enrolled for less than six months.
- ▶ 46.1% of participants had been enrolled for one year or more.

Length of Time Enrolled	Number	Percent
Less than six months	207	31.6%
Six months to one year	146	22.3%
One to two years	190	29.0%
More than two years	112	17.1%
Total	655	100.0%

Length of Time Enrolled at Time of Survey by Model

Length of Time Enrolled	NFP		HFMoHV		NFN*		PAT		EHS-HBO	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Less than six months	99	30.4%	33	30.0%	5	100.0%	16	30.8%	54	33.3%
Six months to one year	72	22.1%	27	24.5%	0	0.0%	12	23.1%	35	21.6%
One to two years	118	36.2%	23	20.9%	0	0.0%	12	23.1%	37	22.8%
More than two years	37	11.3%	27	24.5%	0	0.0%	12	23.1%	36	22.2%
Total**	326	100.0%	110	99.9%	5	100.0%	52	100.1%	162	99.9%

*At the time of survey, NFN had been enrolling MIECHV clients for less than 6 months, so all participants are in this category.

**Due to rounding, may not sum to 100%.

Age of Children at Time of Survey

- ▶ The age of children at the time of the survey was recorded for 564 children. Some participants reported ages for multiple enrolled children.
- ▶ 126 of the respondents were pregnant with their first child (not included in table).

Age of Children	Number	Percent
Under 1 year	253	44.9%
1-3 years	298	52.8%
4-5 years	13	2.3%
Total	564	100.0%

Age of the Children at the Time of the Survey by Model

- ▶ Each model serves different age groups. All models enroll participants as early as prenatally, but the child's age at program completion varies by model.

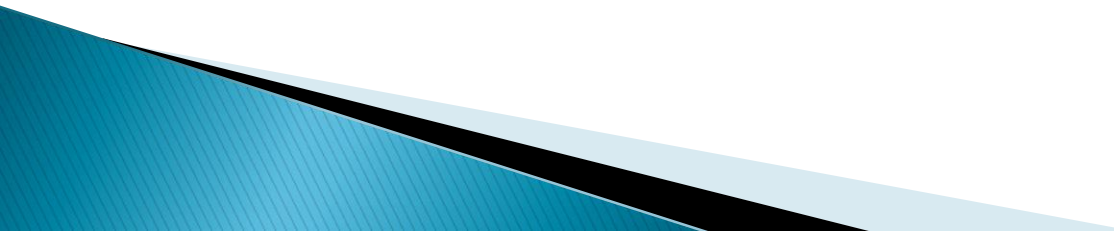
Ages	NFP		HFMoHV		NFN		PAT		EHS-HBO	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-12 Months	139	58.6%	56	52.8%	4	57.1%	16	27.6%	38	24.4%
1-3 years	98	41.4%	50	47.2%	2	28.6%	33	56.9%	115	73.7%
4-5 years	0	0.0%	0	0.0%	1	14.3%	9	15.5%	3	1.9%
Total	237	100.0%	106	100.0%	7	100.0%	58	100.0%	156	100.0%

Reported Change in Ability and Skill by Model

		NFP	HFMoHV	NFN	PAT	EHS-HBO
Parenting Skills*		Percent	Percent	Percent	Percent	Percent
	No Change	6.9%	6.1%	28.0%	8.1%	10.5%
	Small Change	5.8%	8.2%	24.0%	10.0%	9.6%
	Medium Change	12.1%	15.8%	24.0%	26.5%	20.9%
	Large Change	64.2%	61.5%	24.0%	49.7%	48.4%
	Does not apply	11.0%	8.3%	0.0%	5.8%	10.5%
Relationship Skills*						
	No Change	18.1%	14.7%	40.0%	17.7%	17.4%
	Small Change	10.0%	8.6%	20.0%	17.7%	11.6%
	Medium Change	16.3%	19.8%	20.0%	21.0%	16.3%
	Large Change	40.2%	44.0%	20.0%	27.4%	34.7%
	Does not apply	15.4%	12.9%	0.0%	16.1%	20.0%
Healthcare Skills*						
	No Change	5.7%	8.5%	40.0%	4.8%	13.7%
	Small Change	9.9%	10.2%	20.0%	17.7%	13.2%
	Medium Change	11.7%	19.5%	20.0%	22.6%	18.4%
	Large Change	64.9%	51.7%	20.0%	45.2%	41.1%
	Does not apply	7.8%	10.2%	0.0%	9.7%	13.7%
Living Situation						
	No Change	22.3%	16.2%	40.0%	23.0%	23.0%
	Small Change	10.5%	12.8%	20.0%	11.5%	11.5%
	Medium Change	13.3%	16.2%	0.0%	21.3%	21.3%
	Large Change	35.2%	41.0%	40.0%	26.2%	26.2%
	Does not apply	18.7%	13.7%	0.0%	18.0%	18.0%
Mother's Well-being						
	No Change	11.0%	7.6%	26.3%	11.0%	14.2%
	Small Change	9.9%	11.7%	21.1%	9.9%	12.0%
	Medium Change	23.7%	29.9%	15.8%	23.7%	24.8%
	Large Change	43.2%	42.6%	36.8%	43.2%	33.4%
	Does not apply	12.1%	8.3%	0.0%	12.1%	15.6%

*Due to rounding, may not sum to 100%.

Summary of the Survey

- ▶ The overall survey response rate was 81.0%.
 - ▶ 100% of the respondents rated their perceived quality of services as “Good” or “Excellent” and 94.0% of the respondents indicated they would definitely recommend these home visiting services to others.
 - ▶ 96.2% of respondents indicated that their home visitor talked with them often about their child’s development.
- 

Summary of the Survey (Cont.)

- ▶ Each of the nine positive characteristics (*good listener, understanding, encourages me, truthful, on time, organized, available, educated and caring*) were circled by at least 84.5% of the respondents. None of the negative characteristics (*not on time, unorganized, does not listen, unavailable, dishonest, and rude*) were selected more than 1.4% of the time.
- ▶ Participants showed a high level of perceived change in each of the five areas of ability and skill: parenting, relationships, healthcare, living situation, and mother's well-being.